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DIARY NOTES

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DD/S

24 May 1960

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1. I opened the Logistics Seminar [REDACTED] at 9:30 a.m. The theme of this Seminar is "Customer Service and Customer Relations." I admonished the group to find ways and means to do their work more efficiently and with fewer people. In this connection I particularly requested that they cut down on what I considered to be an unnecessary flow of papers. Insofar as customer relations were concerned I told them that I thought this was an area in which they had a great deal of room for improvement. I suggested that they were not receptive to ideas for improvement which were not originated in the Office of Logistics, their reputation was a little bit that of an "empire builder" and, in general, they did not have the desired degree of confidence of the people that they served. I pointed out that sending people to serve in Area Divisions or at overseas stations who for one reason or another did not pan out was in part responsible for this lack of confidence. I emphasized that they must not only have a product to sell but that they must have the right kind of people out to sell for them.

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2. [REDACTED] telephoned me to say that the General Services Administration found that they were unable to renew the lease on our [REDACTED] Printing Plant on a year-to-year basis but that they could, however, lease it for three years with an option to renew it for two more years. I told him that this was entirely acceptable and asked him to go ahead on this basis.

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3. Eugene Lyons, the President's Personnel Advisor, Roger Jones and Barbara Gunderson, Civil Service Commissioners, and Kimball Johnson, the Commission's Chief of Security Investigations, came to the Agency for a briefing and lunched with the Director after which we departed [REDACTED] We spent the night and returned Wednesday afternoon. It was my impression that our guests were very favorably inclined toward what we are trying to do and most favorably impressed with our personnel. It is to be hoped that as a result of this exercise they will be more sympathetic to our separation procedures and in the long pull to our early retirement program.

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